

## **CHILD SUPPORT ASSISTANT III**

### **CLASSIFICATION DEFINITION**

Under limited supervision, the Child Support Assistant III leads, oversees, and participates in the more complex and difficult work of staff responsible for applying Federal, State and local codes, procedures, and rules to assist Child Support Specialists in securing current and delinquent child support payments; may serve as a lead worker and provide training and work assignments to a group of Child Support Assistant staff; and performs related work as required.

Child Support Assistant III is the advanced journey level in the Child Support Assistant class series. Positions at this level differ from the lower level of Child Support Assistant I/II by the complexity and difficulty of the work performed. The Child Support Assistant III class may provide lead supervision and training to assigned staff. This classification does not carry the full responsibilities of a caseload.

### **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

- May lead, plan and review the work of staff responsible for applying Federal, State and local codes, procedure and rules to assist Child Support Specialists in securing current and delinquent child support payments. May provide or coordinate staff training.
- Assists Child Support Specialists in processing cases and preparing cases for court action according to established routine and procedures.
- Responsible for the most complex and difficult cases.
- Operates and uses an automated system to input and extract information and generate reports and documents.
- Develops, organizes and distributes documents for child support cases.
- Establishes and maintains child support files.
- Interviews individuals to obtain pertinent information related to child support cases.
- Responds to general inquiries from the public.
- Contacts and retrieves relevant information from other jurisdictions.
- Processes and distributes incoming correspondence.
- Assists with the location of parents and the establishment of parent's support capability.
- Performs related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Basic arithmetic.
- English usage, grammar and spelling.
- Use of computer terminals and basic data input and retrieval mechanisms.
- Good public relations techniques.
- Lead work and staff development techniques and practices.

### **Ability to:**

- Answer a variety of questions related to department programs and processes.
- Interpret and explain procedures to others.
- Provide verbal and written instructions to others.
- Exercise sound judgment when prioritizing, organizing, assigning and monitoring workload.
- Perform basic arithmetic calculations.
- Exercise tact, diplomacy, and flexibility.
- Maintain accurate records and files.
- Operate computer equipment.
- Work with computer databases and programs common to child support enforcement activities.
- Maintain confidentiality.
- Establish and maintain effective working relationships.

## **MINIMUM QUALIFICATIONS (Education and/or Experience)**

One (1) year of experience performing duties comparable to a Child Support Assistant II in a state or local government agency

## **DRIVER LICENSE REQUIREMENT**

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.